Suman Shah

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WORK EXPERIENCE

Mama Enterprises   **Feb. 2021 – Jan2022**
It Customer Support   *Kathmandu, NP*

- MAMA Enterprise is One of the Top Hardware software distributors across Nepal specializing in It components and Software.
- As It Customer Support, I oversee Customer Issues and Requests, Technical Troubleshooting, And Reporting.
    - o Technical Troubleshooting: Delivered comprehensive technical support to clients, leading to the successful resolution of complex hardware and software issues.
    - o Customer Satisfaction: Maintained a 4.8-star average rating over a year, showcasing a dedication to high-quality customer service and problem resolution.

- Issue Management: Proficiently managed customer issues using ticketing systems (Zendesk), ensuring timely response and resolution, and maintaining customer satisfaction and trust

Elite Technology   **June 2020– Feb 2021**
IT intern   *Kathmandu, NP*

I was hired as an intern in a Technical Support department
- Technical Support: Assisting the IT team in providing hardware and software support to employees, troubleshooting issues, and maintaining the company's computers, printers, servers, and related equipment.

EDUCATION

Crown Institute of Business and Technology   **May 2023**
Diploma of information technology   *Sydney, Australia*

- Developed some personal projects while studying This course Which includes a Personal portfolio and news portals (https://www.Shahsuman.com.np)

- Actively participated in OPP And Project management projects which include a parking management system and restaurant management system
- deployed several it networks using Cisco routers and components with the help of a Cisco packet Tracer

Crown Institute of Higher Education   **July 2023- Present**
Bachelor of information technology   *Sydney, Australia*

Gaining expertise in IT Problem Solving, Mobile Development Fundamentals, Networking and Security, Game Development Fundamentals, Systems Modelling, and Data Modelling is crucial in the field of Information Technology.

SKILLS, INTERESTS & Language

- **Skills:** Technical Skills: Server Management: Windows Server 2016, Azure Active Directory, Microsoft Active Directory
- Networking: LANs/WANs/TCP/IPv4, VOIP/DNS/Wireless, VPN, Switching and Routing, VLAN, Telnet, Subnetting, Firewall, Routing Protocol Virtual Systems: VMware vSphere, Oracle Virtual Box Backup Software
- Remote Support Tools: Team Viewer, Any Desk, Quick Assist
- Software Skills: Microsoft Office Suite: Excel, SharePoint, Office365,
- Ticketing System: Zendesk
- Network Simulation: Cisco Packet Tracer,
- Design Skills: Adobe PhotoshopSketchAdobe IllustratorFigma
- **Interests:** Travelling and Discovering, new places, Listening to Music, Making new friends, Reading books
- **Language**: English, Nepali, Hindi